

## CLAIMS

What is claimed is:

1. A method for a network-based facility, the method comprising:
- facilitating submission of a complaint to a network-based facility,
- the complaint being related to a party in a failed a transaction;
- facilitating a resolution of the complaint; and
- updating a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.
2. The method of claim 1, further comprising:
- facilitating submission of a refund request if the complaint is not completed
3. The method of claim 2, wherein facilitating submission of the refund request includes:
- providing an interface to facilitate input of information for the refund request.

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4. The method of claim 1, wherein facilitating a submission of the complaint includes:

providing an interface to facilitate input of information for the complaint.

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5. The method of claim 1, wherein facilitating the resolution of the complaint includes:

notifying the party that the complaint has been submitted against the party.

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6. The method of claim 1, further comprising:

suspending the party to participate in future transactions with the network-based facility if the count exceeds a predetermined count value.

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7. The method of claim 1, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.

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8. A network based facility system comprising:

a database to maintain records of network-based transactions; and

a processor to facilitate submission of a complaint, the complaint being associated with a transaction record maintained by the database,

5 the transaction record relating to a party who has failed to complete a  
6 transaction, to facilitate a resolution of the complaint, and to update a  
7 record associated with the party if the complaint is not resolved, the  
8 record indicating a count of failed transactions related to the party.

1 9. The network-based facility of claim 8, wherein the processor is to  
2 facilitate submission of a refund request if the complaint is not  
3 completed.

1 10 The network-based facility of claim 9, wherein the processor is to  
2 provide an interface to facilitate input of information for the refund  
3 request.

1 11. The network-based facility of claim 8, wherein the processor is to  
2 provide an interface to facilitate input of information for the complaint.

1 12. The network-based facility of claim 8, wherein the processor is to  
2 notify the party that the complaint has been submitted against the party.

1 13. The network-based facility of claim 8, wherein the processor is  
2 used to suspend the party to participate in future transactions with the  
3 network-based facility if the count exceeds a predetermined count value.

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14. The network-based facility of claim 8, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.

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15. A machine-readable medium that provides instructions, which if executed by a machine, cause the machine to perform operations comprising:

facilitating submission of a complaint to a network-based facility, the complaint being related to a party who has failed to complete a transaction;

facilitating a resolution of the complaint; and

updating a record associated with the party if the complaint is not resolved, the record indicating a count of failed transactions related to the party.

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16. The machine-readable medium of claim 15, further comprising instructions, if executed by the machine, cause the machine to perform operations comprising:

facilitating submission of a refund request if the complaint is not completed

1 17. The machine-readable medium of claim 16, further comprising  
2 instructions, if executed by the machine, cause the machine to perform  
3 operations comprising:

4 providing an interface to facilitate input of information for the  
5 refund request.

1 18. The machine-readable medium of claim 15, further comprising  
2 instructions, if executed by the machine, cause the machine to perform  
3 operations comprising:

4 providing an interface to facilitate input of information for the  
5 complaint.

1 19. The machine-readable medium of claim 15, further comprising  
2 instructions, if executed by the machine, cause the machine to perform  
3 operations comprising:

4 notifying the party that the complaint has been submitted against  
5 the party.

1 20. The machine-readable medium of claim 15, further comprising  
2 instructions, if executed by the machine, cause the machine to perform  
3 operations comprising:

4 suspending the party to participate in future transactions with the  
5 network-based facility if the count exceeds a predetermined count value.

1 21. A network-based facility comprising:

2 means for facilitating submission of a complaint to a network-  
3 based facility, the complaint being related to a party in a failed a  
4 transaction;

5 means for facilitating a resolution of the complaint; and

6 means for updating a record associated with the party if the  
7 complaint is not resolved, the record indicating a count of failed  
8 transactions related to the party.

1 22. The network-based facility of claim 21, further comprising:

2 means for facilitating submission of a refund request if the  
3 complaint is not completed

1 23. The network-based facility of claim 22, wherein the means for  
2 facilitating submission of the refund request includes:

3 means for providing an interface to facilitate input of information  
4 for the refund request.

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24. The network-based facility of claim 21, wherein the means for facilitating the submission of the complaint includes:  
means for providing an interface to facilitate input of information for the complaint.

25. The network-based facility of claim 21, wherein the means for facilitating the resolution of the complaint includes:  
means for notifying the party that the complaint has been submitted against the party.

26. The network-based facility of claim 21, further comprising:  
means for suspending the party to participate in future transactions with the network-based facility if the count exceeds a predetermined count value.

27. The network-based facility of claim 21, wherein the network-based facility is a network-based online auction facility and the transaction is a network-based online auction transaction.